

Frederick County Health Access Program

An Initiative of the Frederick County Health Care Coalition In Partnership with the Frederick County Health Department

Providing Connections to Care

Ph. 301-788-8592 FAX 866-430-9751 www.co.frederick.md.us/healthaccess

Office Manager,

Thank you so much for agreeing to participate in the Frederick County Health Access Program (FCHAP). Program enrollees are Frederick County residents without access to health insurance and ineligible for public programs. After pre-qualification and enrollment, participants will be assigned a primary care provider if they do not already have one. Referrals for specialty care will be facilitated by the FCHAP Coordinator. Enrollees will sign a Patient Responsibility Agreement and be given a FCHAP ID card.

Please review the following information and instructions for FCHAP enrollees accepted by your practice.

- When an enrollee is assigned to your practice, you will be notified and faxed demographic and basic health status information; specialty practices may receive additional referral information from the primary care provider after FCHAP contacts your office and schedules the first appointment.
- Initial appointments for FCHAP enrollees will be scheduled by the program coordinator/case manager; follow-up appointments may be made by the enrollee but they must notify the program coordinator before the appointment
- FCHAP enrollees will present their Program ID card at each visit; the card includes their name, member number, effective enrollment dates, and program contact information
- Members will pay a visit fee of \$15 at the time of service
- Please utilize your standard "fee ticket" form to document payment of the above fee as well as standard charges for the visit and services provided so that your donation of care can be documented and reported to you annually.
- Physicians will be asked to complete the fee ticket form as they would for any other patient; they are also requested to document on that form any ordered follow-up labs, diagnostics, prescriptions, or referrals.
- Orders for follow-up procedures/labs and prescriptions are to be given to the patient.
- Following the visit, fax the fee ticket form to the FCHAP program at 1-866-430-9751 so that the actual value of care contributed can be recorded and tracked and necessary follow-up can be coordinated by the FCHAP case manager.
- Current/established patients in your practice who may eligible for FCHAP may be referred to the
 program for eligibility screening and possible enrollment. Please complete the "Referral for Possible
 Enrollment" form and fax to the program coordinator.
- FCHAP patients are expected to keep their appointments; if they miss two appointments without calling in advance, they will be dropped from the program. Please notify us of missed appointments, discourteous behavior, or failure to pay the visit fee.

We want this program to work well for your practice, your office staff, and the enrollees. Please share any questions or concerns so that they may be addressed. Thank you so much for participating in this important program which will help improve the health of the citizens of Frederick County.

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